

FW: CSHCS INFO #5-2013 - Information for the LHDs
Thursday, January 31, 2013

Hello, I have several interesting items to share with you today. All of these items are good resources, and you are not required to use them.

1. The first item is a list of transportation companies who have transported our clients and billed the MDCH within the last fiscal year. I have also included a few companies who are still in business, listed with us as a vendor and would still like to transport our clients. Please see attachment "Transportation Companies."
2. The second items are from our friends at St Clair County. The staff has created a Chart Set-Up or Chart Key and added it to their Policy & Procedural Manual, which they use to organize their charts. The other item is a CSHCS Billing Log which is used in each client's chart. Both of these items help them organize information. It's another example of something great you all are doing. Please feel free to adapt it if you find it beneficial.
3. The third item is a list of Community Resource Coordinators at each local DHS office. We were able to have a meeting with two employees from Michigan Department of Human Services (MDHS) to discuss our concerns about clients who have Medicaid and CSHCS coverage and need transportation assistance. I think the meeting was an excellent start to opening communication lines between MDHS and us, and am encouraged of the interaction I'm now having with them. During the meeting, we were encouraged to have you, as the local health department, call the Community Resource Coordinators when our clients are having trouble interacting with their local DHS caseworkers. As there is a Community Resource Coordinator for each county, we were told this should be the main person you'll want to contact.

Please continue to contact me when our clients are having problems getting transportation with their local DHS caseworker. You can report these issues to me via phone or EZ Link (please include the client name and ID, what was requested, what was denied and why, if known). I will then report this information to MDHS, who will follow-up with the local DHS office. Although I don't think this will resolve all of our issues with DHS, I do think this is an encouraging start.

Thanks so much for all of your help. Please contact me if you have any questions.

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